

azara
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APR 29–MAY 1
BOSTON, MA 2025

Enhancing Health Center Workforce with PVP

Insights from West Virginia



Today's Panelists



Jessica Haas

Director of Clinical
Transformation

West Virginia PCA



Courtney Parsley

Clinical Informatics
Specialist & RN

Southern West
Virginia Health System



Dr. Kelli Fournier

Chief Medical Officer
CHANGE, Inc.



Brenda Hilson

Director of Quality
CHANGE, Inc.



**Solena Roberts,
PA-C**

Chief Medical Officer
St. George Medical
Clinic



Who we Serve

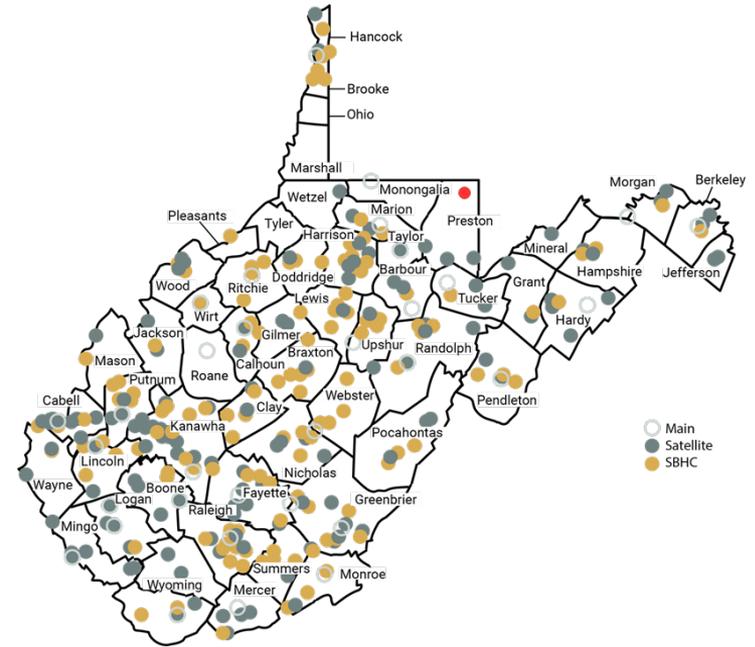
The WV CHC Network is comprised of:

- 28 WV; 2 MD-based FQHCs
- 3 Look-Alike Organizations
- 1 Rural Health Center

- Over 515 locations
(~237 school-based health)

- WV CHCs serve over 543,000 patients across the Mountain State, representing 1 in 3 West Virginians

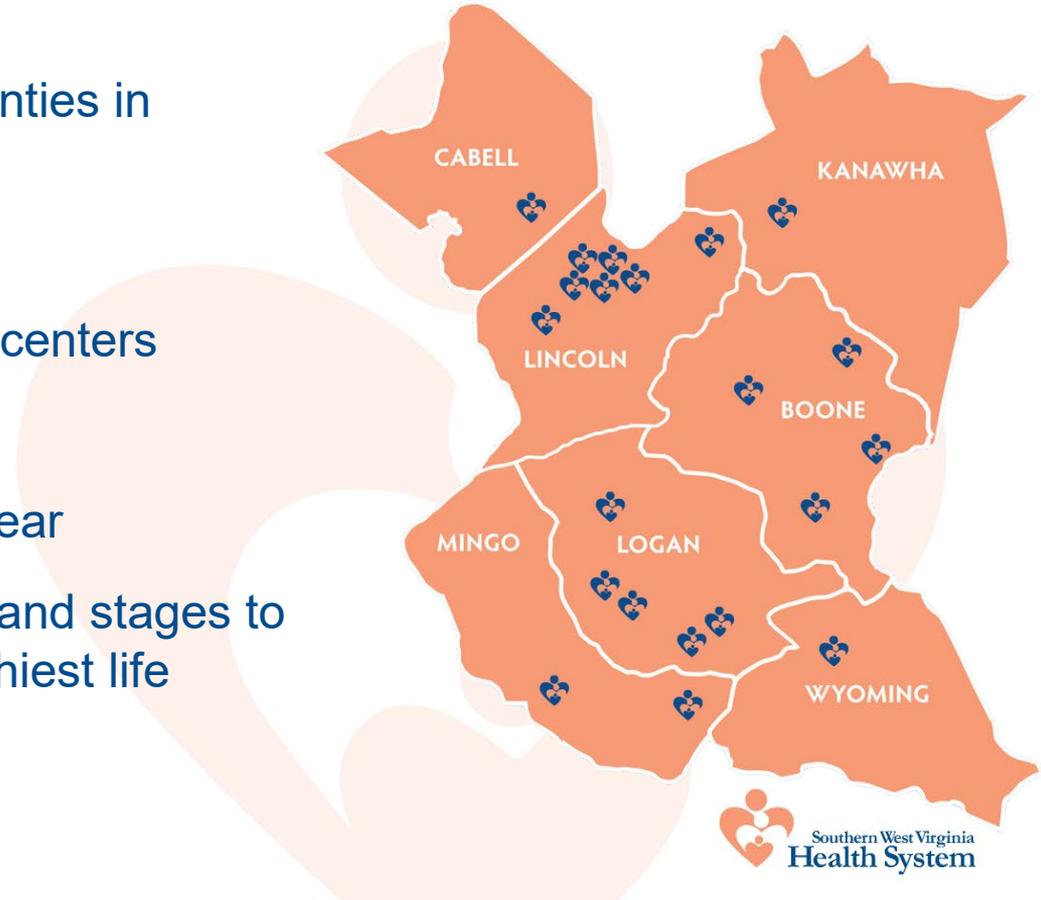
- The WVPCA is the largest organized independent primary care network in the state.



Southern WV Health System

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- FQHC with 25 locations in 7 counties in southern West Virginia
 - 13 clinic sites
 - 12 school-based healthcare centers
 - 30+ providers
- 20,000+ unique patients every year
- Partner with patients of all ages and stages to empower them to live their healthiest life
- Athena EHR





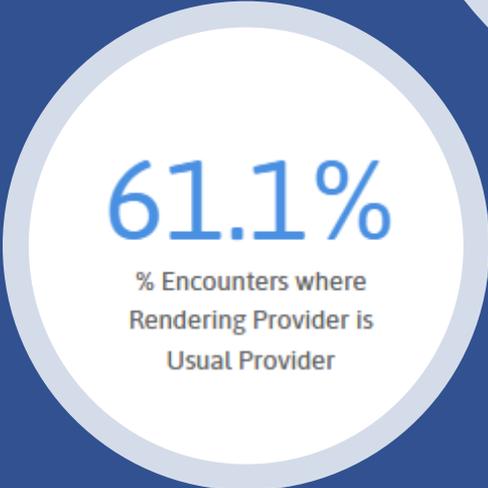
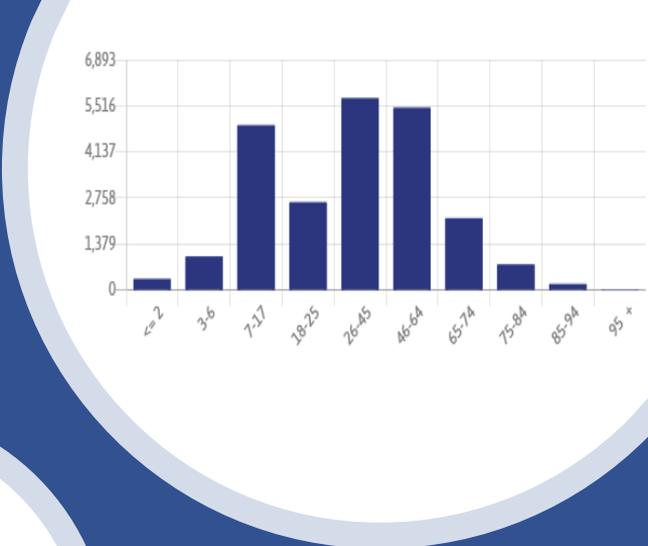
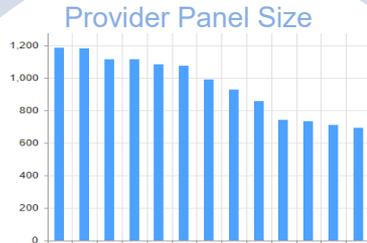
CHANGE, Inc. Family Medical Care Community Health Center Snapshot

Provider Breakdown:

- 2 Pediatricians
- 8 Family Care Physicians / NP
- 9 SCBH NP / PA
- 4 GYN Physicians / NP
- 3 Behavioral Health NP
- 2 Dentists

Provider Care Teams Consist of:

- Patient Care Coordinator (LPN)
 - Roomer (CMA or LPN)
 - Referral Clerk (CMA or LPN)
- (Some Share PCC or Referral Clerk if Panel is Smaller)





St. George

MEDICAL CLINIC, INC.

The St. George Medical Clinic, Inc. was founded in 1979 as a look alike. It officially became an FQHC in 2001.

The St. George Medical Clinic, Inc. has grown from a small trailer in a field to 2 medical facilities, a dental clinic, 2 school based health clinics, and 2 pharmacies.

The St. George Medical Clinic, Inc. provides medical care, behavioral health services, physical therapy services, pharmaceuticals, dental services, and transportation.



The St. George Medical Clinic, Inc. originated in St. George, WV and now has locations in St. George, Hambleton, and Davis, WV with hopes for more expansion in the future.

Today the St. George Medical Clinic, Inc. employs over 100 staff, and is proud to serve the people of Tucker County and surrounding areas.

WVPCA PVP Project Goals

**Prepare for
UDS+ Reporting**

**Ensure there is
trusted data
across your
organization**

**Learn strategies
to perform
ongoing
validation**

**Promote team-
based care**

**Streamline
huddle process**

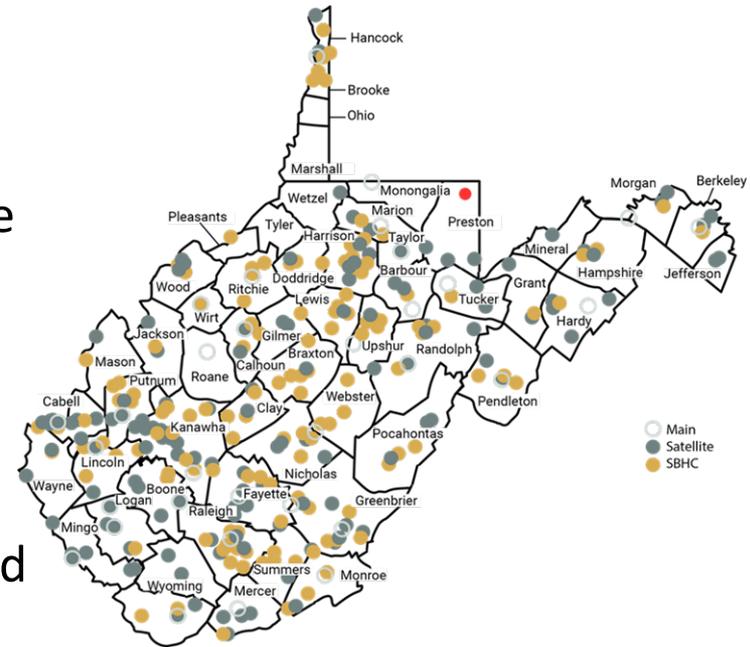
**Reduce manual
work**

**Close care gaps
and improve
measure
performance**

**Develop a data-
driven model of
care**

WVPCA PVP Project

- **88%** of our PCA membership are in the health center- controlled network (HCCN)
- **83%** of HCCN members are currently on the Azara platform with the goal of 100%
- 2022 **3 pilot members (15%)** in the Network Data Validation and PVP Project
- 2025 **15 members (60%)** have completed the data validation and PVP project



Steps for Successful PVP Rollout



Build Implementation Plan & Establish Goals



Validate the PVP



Configure Alerts & Set Standing Actions



Set up DRVS for Tracking Success



Document Workflows



Train the Team



Create Huddle Processes & Procedures



Evaluate Success

azara 2025

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Southern West Virginia



Admin - PVP Dashboard

PVP Report Usage Tod:

04/14/2025



PVP Usage Today by Us

04/14/2025

USER NAME	REPORTS
Wendy.maynor@swvhs.org	1
shelia.justice@swvhs.org	2
shannon.eldridge@swvhs.org	1
shanda.stowers@swvhs.org	1
sara.elkins@swvhs.org	1
larry.brown@swvhs.org	1
kayla.collins@swvhs.org	1
Jacky.dickerson@swvhs.org	1
hannah.perry@swvhs.org	1
Courtney.Blankenship@swvhs.org	1
christopher.kelly@swvhs.org	1

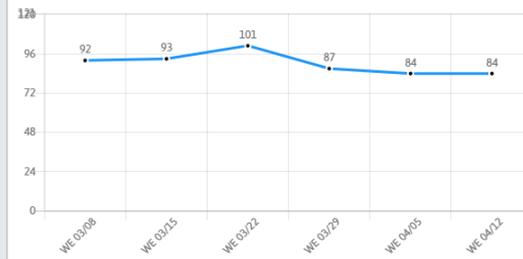
PVP Usage - This Mon

April 2025

USER NAME	REPORTS
Wendy.maynor@swvhs.org	13
tina.bailey@swvhs.org	1
timothy.deskins@swvhs.org	1
stephanie.robinette@swvhs.org	1
shelia.justice@swvhs.org	11
shannon.eldridge@swvhs.org	10
shanda.stowers@swvhs.org	5
sarah.vance@swvhs.org	1
sara.white@swvhs.org	1
sara.elkins@swvhs.org	6
sabrina.damron@swvhs.org	4
reta.adkins@swvhs.org	2
rachel.hill@swvhs.org	6
noelle.wiley@swvhs.org	4
misty.jarrells@swvhs.org	6
laura.kelly@swvhs.org	1
larry.brown@swvhs.org	7
kortney.jewell@swvhs.org	5
kayla.collins@swvhs.org	7
kaitlyn.adams@swvhs.org	1
jessica.collins@swvhs.org	1
janet.rakes@swvhs.org	6
Jamie.barker@swvhs.org	3
Jacky.dickerson@swvhs.org	5
Hayley.Thomas@swvhs.org	6

PVP Usage - Trailing Mon

WE 04/06/25 - 04/12/25



PVP Usage - The Wee

WE 04/06/25 - 04/12/25

USER NAME	REPORTS
Wendy.maynor@swvhs.org	6
tina.bailey@swvhs.org	1
timothy.deskins@swvhs.org	1
stephanie.robinette@swvhs.org	1
shelia.justice@swvhs.org	5
shannon.eldridge@swvhs.org	5
shanda.stowers@swvhs.org	4
sara.white@swvhs.org	1
sara.elkins@swvhs.org	3
sabrina.damron@swvhs.org	1
reta.adkins@swvhs.org	1
rachel.hill@swvhs.org	4



St. George



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DRVS

Patient Visit Planning (PVP) Run on 9/6/2024 7:59:31 AM

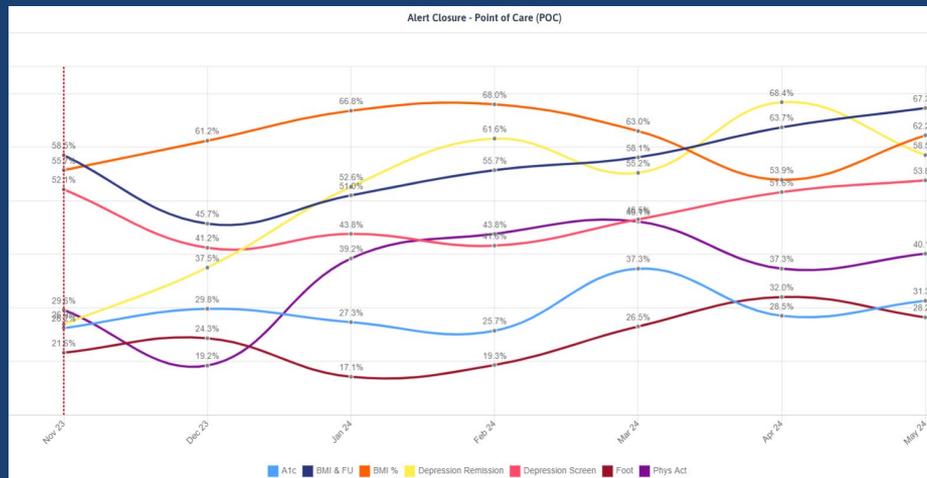
Time	Date	Visit Reason	Medical General	Minutes	Check up
10:30 AM	Friday, September 6, 2024		Medical General	30 minutes	check up, AH
<p>Diagnoses (5): Cancer, COVID-19, DM I or II, HTN-E, Paroxysmal a. fibr, RISK FACTORS (4), ANTICOAG, ASCVD High (51.96), BMI, h/o COVID, SDOH (2), FPL=200%, INSURANCE</p> <p>Alerts: A1c Overdue 3/21/2024 6.4, CKD Screening -DM Missing, Depression Screen Overdue 8/21/2023 Negative, PCV Older Adult Due 2 5/18/2022 Due: PCV20 or PPSV23 Date: 5/18/2023 Most Recent: 5/18/2022 - Dose 1, Eye Missing 7-2024, Foot Missing, Medicare AWW Overdue 8/21/2023, Preventive Care Visit Overdue 8/21/2023</p> <p>Handwritten: Patients could not tolerate Oxymylin, G0439</p>					
11:00 AM	Friday, September 6, 2024		Medical General	30 minutes	- DISCUSS REFERRAL BC
<p>Diagnoses (4): Anxiety, Depression, DM I or II, HyLip, RISK FACTORS (3), ASCVD Intermediate (19.36), BMI, SMI, SDOH (0)</p> <p>Alerts: BP Out of Range 7/31/2024 156/95, BP High No Dx Missing 7/31/2024 156/95, Flu - Seasonal Refused, PCV High-Risk Missing</p> <p>Handwritten: Rm 5, Dr. Muddy for sleep apnea, (L) great doc. urinary system, Urinary urgency inconst + Burning - lms</p>					
11:30 AM	Friday, September 6, 2024		Medical General	30 minutes	- 3 mo F/U RS
<p>Diagnoses (2): HTN-E, HyLip, RISK FACTORS (2), BMI, Pre-DM, SDOH (0)</p> <p>Alerts: BP Out of Range 7/22/2024 126/91</p> <p>Handwritten: Fuel cardiac work-up, Nov 4 = Knee Replacement</p>					
12:00 PM	Friday, September 6, 2024		Medical General	30 minutes	- med check/refill, okay see Hile, AH
<p>Diagnoses (4): Anxiety, Depression, HTN-E, HyLip, RISK FACTORS (4), ASCVD Intermediate (14.56), BMI, Pre-DM, TOB, INSURANCE</p> <p>Alerts: Colon CA 45+ Missing, Mammio Overdue 11/19/2020, Depression Follow-up Overdue 7/23/2024 PHQ-2 Depression Screen =3.00 (03/19/2024) F/U = Anti-Depressant Rx, PCV High-Risk Missing</p> <p>Handwritten: Continued pain Needs Refills</p>					

Results: CHANGE, Inc.



MEASURE	RESULT	CHANGE	TARGET	NUMERATOR	DENOMINATOR	EXCLUSIONS
Diabetes A1c > 9 or Untested (CMS 122v12)	20.5%	+ 1.0% ▲	20.0%	330	1,612	28
Diabetes Foot Exam (NQF 0056)	72.7%	+ 4.0% ▲	80.0%	1,173	1,613	8
Kidney Profile for Patients with Diabetes	55.1%	+ 4.9% ▲	60.0%	931	1,691	64
Hypertension Controlling High Blood Pressure (CMS165v11)	88.2%	+ 0.3% ▲	80.0%	2,941	3,335	142
BMI Screening and Follow-Up 18+ Years (CMS 69v11)	85.3%	+ 3.6% ▲	70.0%	9,827	11,521	362
Child Weight Assessment / Counseling for Nutrition / Physical Activity (CMS 155v11)	73.5%	+ 8.5% ▲	80.0%	2,861	3,893	3
Depression Remission at Twelve Months (CMS 159v11)	22.9%	+ 4.6% ▲	40.0%	243	1,062	286

ALERT CLOSURE - POC

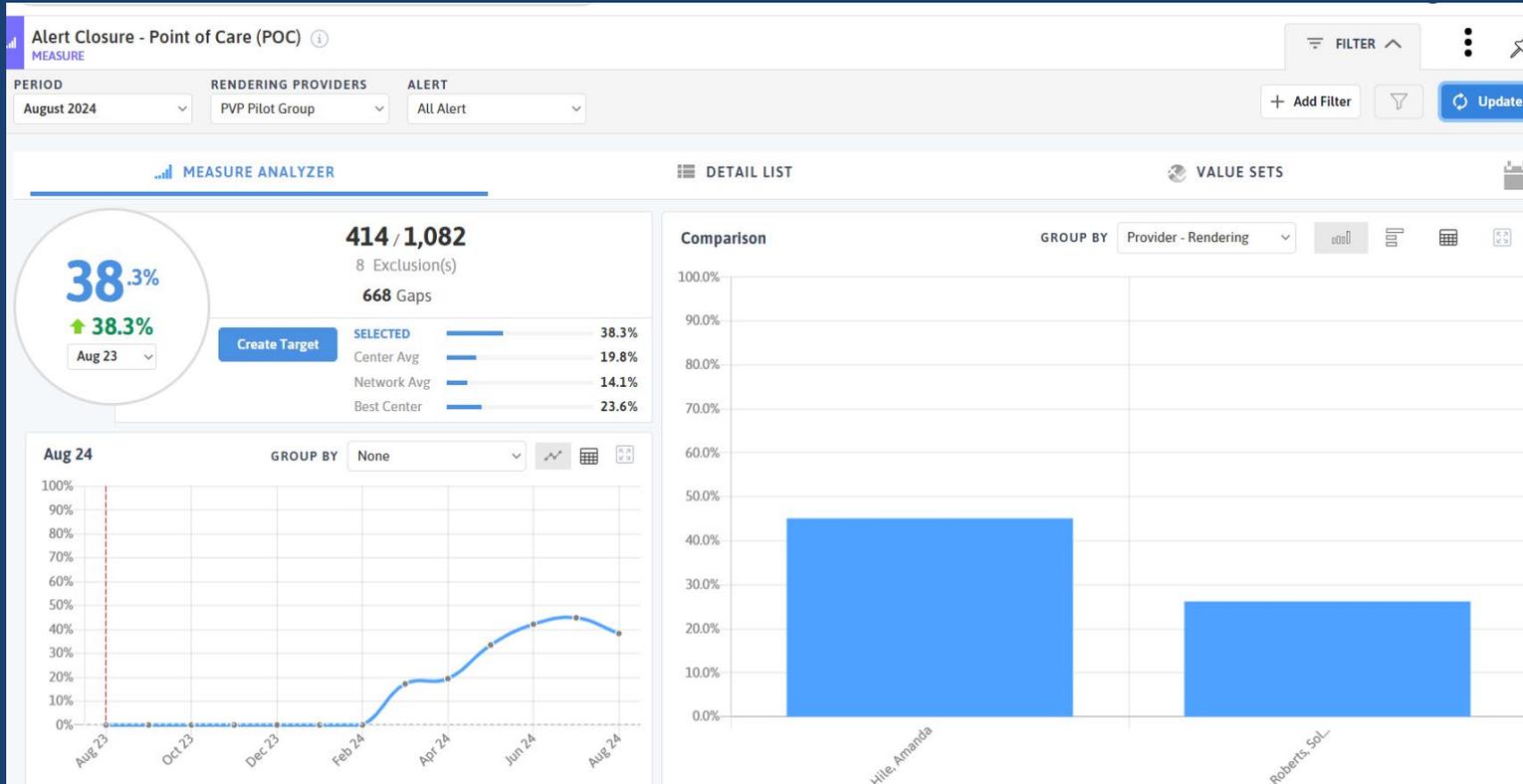


MEASURE	BASELINE (NOV23)	MAY 24	CHANGE
A1c	26%	31%	+5%
BMI/FU	58%	67%	+9%
BMI %	55%	62%	+7%
Dep Rem	26%	58%	+32%
Dep Screen	52%	53%	+1%
Foot	21%	28%	+7%
Phys. Act	29%	40%	+11%

Results: St. George



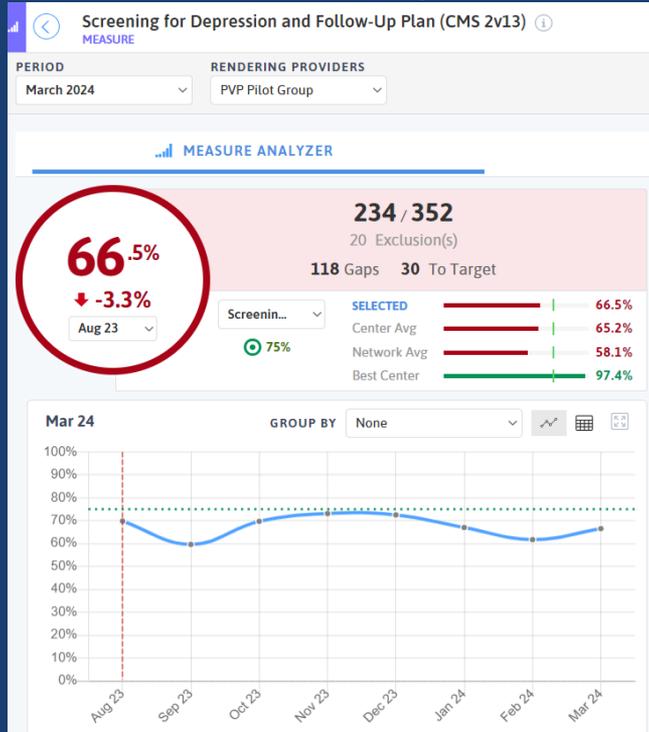
After Project Conclusion - Pilot Group



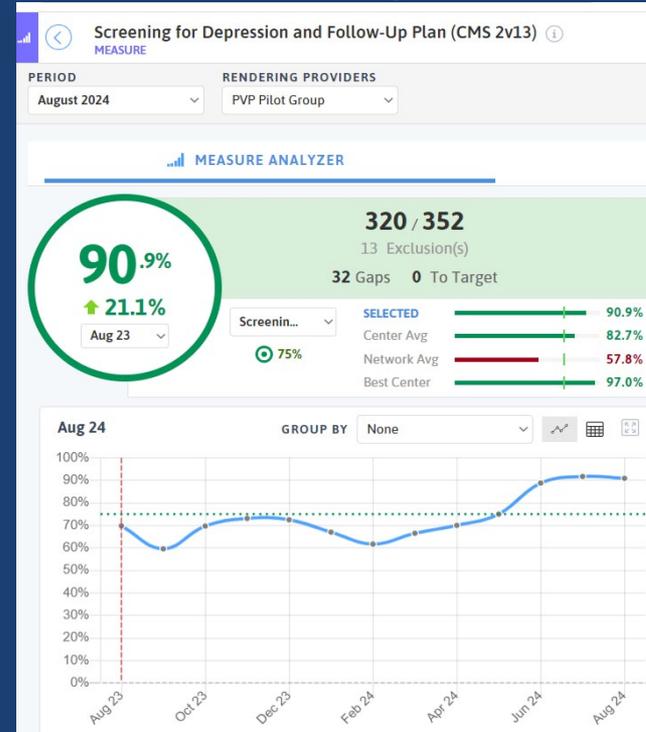
Results: St. George



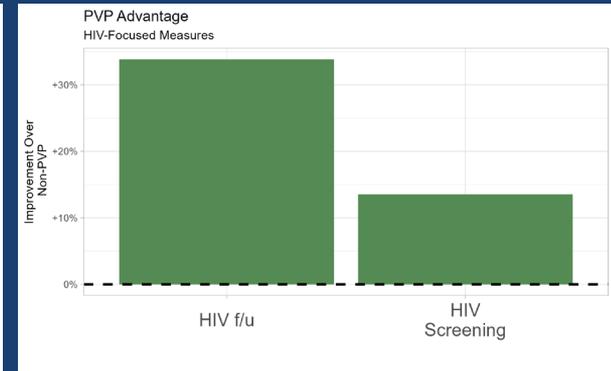
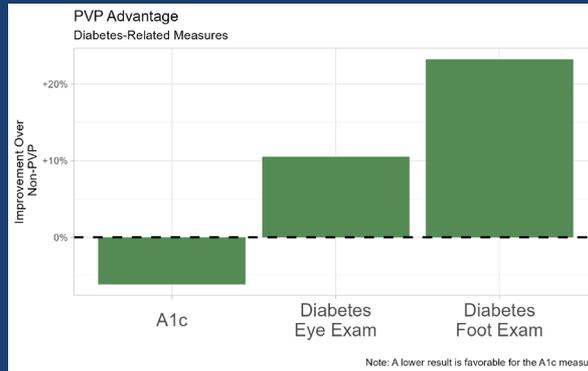
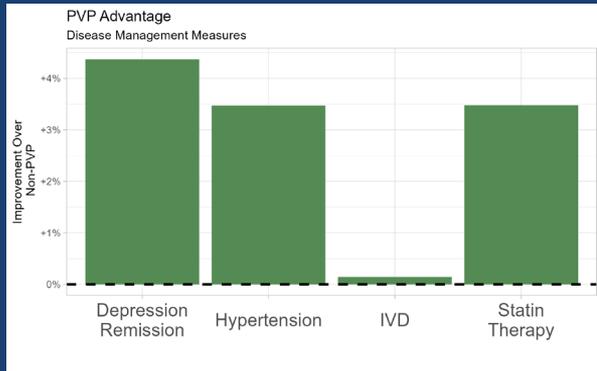
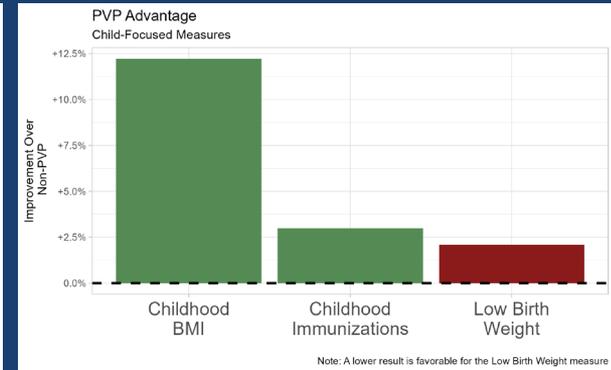
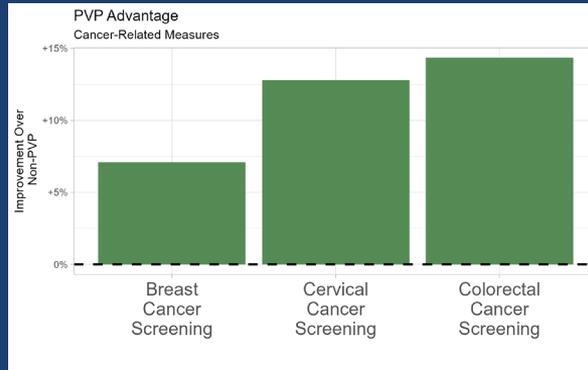
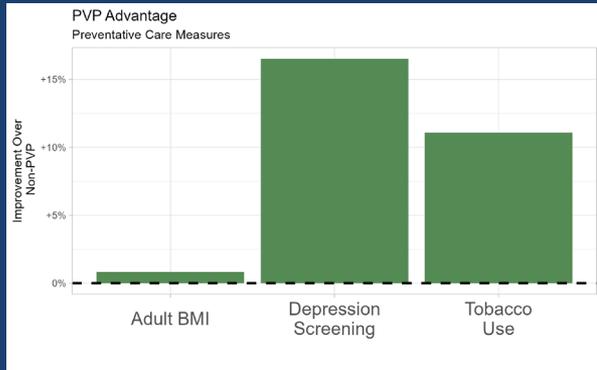
Before Project Implementation - Pilot Group



After Project Conclusion - Pilot Group



PVP Advantage in West Virginia



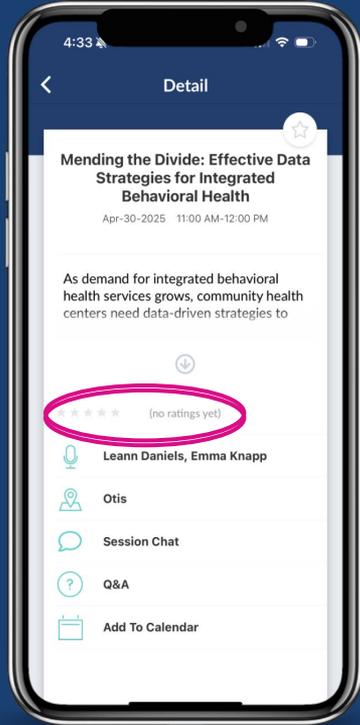
Questions?



We want to hear from you!

Click on the session from your agenda in the conference app.

Click the stars in the center of your screen to rate and provide feedback.



Quick and Easy



Provide brief feedback or ideas



Rate the session and the speaker(s)



Help us continue to improve

Achieve, Celebrate, Engage!



ACE'd it? Share your DRVS success story and become an Azara ACE!

Show your organization has used DRVS to **A**chieve measurable results, **C**elebrate improvement in patient health outcomes, and effectively **E**ngage care teams and/or patients. Stories should showcase how DRVS helped your organization overcome a challenge, the tools and solutions used to drive improvement and details of the successes that resulted from your initiatives. ACEs should be able to provide examples that quantify quality improvement, cost savings, operational efficiency or patient health improvement.

Benefits:

- Azara will help tell your story and provide a client-branded version for your use
- Potential to create a 2-4 minute video or hour-long Azara-hosted webinar
- Potential to be featured at next year's Azara User Conference
- Win Azara swag!

Submit your success story by completing the form [at this link](#).

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healthcare

ACE Program



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Thanks for attending!

